APPENDIX C

Revised
As Of 10/27/00

California OSS OII
Performance Measurements

Joint Partial Settlement Agreement

INTRODUCTION

On October 9, 1997, the Commission issued an order instituting a rulemaking proceeding and investigation (hereinafter, the "OSS OII") to accomplish several goals, including the determination of reasonable standards of OSS performance for Pacific and GTE, the development of a mechanism that will allow the Commission to monitor improvements in OSS performance, and the assessment of the best and fastest method of ensuring compliance if standards are not met, or improvement is not shown[1].

Pursuant to the Commission's issuance of the OSS OII, the Settling Parties entered into lengthy and detailed negotiations to establish a set of performance measures consistent with the Commission's stated goals.[1] The Settling Parties filed a Joint Motion for approval of the JPSA on January 7, 1999, and filed motions on the remaining open issues on January 8, 1999. The Commission issued a decision approving the JPSA and resolving most of the remaining open issues on August 5, 1999. D.99-08-020.

The JPSA, as approved by the Commission in August 1999, called for a periodic review commencing in February 2000. Numerous meetings were held between the ILECs and CLECs to negotiate and resolve issues that have arisen over the past year. This iteration of the JPSA is a direct result of those collaborative sessions.

The issue of performance incentives is pending before the Commission.

The Commission staff has strongly encouraged CLECs and ILECs to stipulate to a resolution in this proceeding. This partial settlement agreement represents such a stipulation by the parties. This partial settlement report addresses the following:

- the performance measurements
- the formulas for the same
- the levels of disaggregation
- the analogs for the service group types (a level of disaggregation)
- other analogs and the benchmarks
- auditing and reporting
- review procedures

[1] A full history of the parties' negotiations and the basis for the development of the measures and standards contained in the JPSA is set forth in the Settling Parties' Joint Motion filed in this docket on January 7, 1999, and is incorporated by reference herein.

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EXECUTIVE SUMMARY

Performance Measures Development Process

The Telecommunications Act of 1996 and the FCC's implementing rules require Pacific and GTEC to provide CLECs with nondiscriminatory access to OSS. In the August 1996 Local Competition First Report and Order, the FCC commented, generally, that ILECs must provide CLECs with access to the pre-ordering, ordering, provisioning, billing, repair, and maintenance OSS sub-functions pursuant to the Act such that CLECs are able to perform such OSS sub-functions in "substantially the same time and manner" as the ILECs can for themselves[2]. The FCC's 271 decisions have analyzed the nondiscriminatory access requirements of§251(c) to a Bell Operating Company's (BOC's) §271 application, and clarified that for those OSS subfunctions with retail analogs, a BOC "must provide access to competing carriers that is equal to the level of access that the BOC provides to itself, its customers or its affiliates, in terms of quality, accuracy and timeliness."[3] The FCC further clarified that for those OSS functions with no retail analog, a BOC must offer access sufficient to allow an efficient competitor "a meaningful opportunity to compete."[4]

Initially, some of the interconnection agreements contained performance measures. In late 1997, the California Public Utilities Commission (CPUC) initiated OSS OII/OIR Docket 97-10-016 and 97-10-017 to address monitoring the performance of Operations Support Systems (OSS). The three stated goals of the Commission's OSS/OII proceeding are:

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[2] See, Implementation of the Local Competition Provisions in the Telecommunications Act of 1996, CC Docket No. 96-98, First Report and Order, 11 FCC Rcd 15499, 15763-64 [¶518] (1996) ("Local Competition First Report and Order"), aff'd in part and vacated in part sub nom. Competitive Telecommunications Ass'n v. FCC, 117 F.3d 1068 (8th Cir. 1997) and Iowa Utilities Bd. v. FCC, 120 F.3d 753 (8th Cir. 1997), modified on reh'g, No. 96-3321 (Oct. 14, 1997) (Rehearing Order), petition for cert. granted, 118 S. Ct. 879 (1998).

[3] *See In the Matter of Application by Bell Atlantic New York for Authorization Under Section 271 of the Communications Act to Provide In-Region , InterLATA Service in the State of New York, CC Docket No.99-295. See also, In the Matter of Application of Ameritech Michigan Pursuant to Section 271 of the Communications Act of 1934, as amended, To Provide In-Region, InterLATA Services In Michigan*, Memorandum Opinion and Order, 12 FCC Rcd 20543, 20618-19 [¶139] (1997) (*Ameritech Michigan Order*), *writ of mandamus issued sub nom. Iowa Utils. Bd. v. FCC*, No. 96-3321 (8th Cir. Jan. 22, 1998). (*"Ameritech Opinion"*); *see also, In the Matter of Application of Bellsouth Corporation, et al., for Provision of In-Region, InterLATA services in Louisiana ("BellSouth (Louistana II) Opinion")* CC Docket No. 98-121, FCC 98-271 (10-13-98), paragraph 87 (*citing, Ameritech Opinion* at 12 FCC Rcd 20618-19). *See also, Ameritech Opinion* at ¶131, wherein the FCC makes the following statement regarding application of the §251(c) requirements to a BOC's §271 application:

> "Because the duty to provide access to network elements under section 251(c)(3) and the duty to provide resale services under section 251(c)(4) include the duty to provide nondiscriminatory access to OSS functions, an examination of a BOC's OSS performance is necessary to evaluate compliance with section 271(c)(2)(B)(ii) and (xiv)."

[4] *See In the Matter of Application by Bell Atlantic New York for Authorization Under Section 271 of the Communications Act to Provide In-Region , InterLATA Service in the State of New York, CC Docket No.99-295. See also, Ameritech Opinion* at 12 FCC Rcd at 20619 [¶141]; *See also, BellSouth (Louisiana II) Opinion* at ¶87 (*citing Ameritech Opinion* at 12 FCC Rcd at 20619).

- "to determine reasonable standards of performance for Pacific Bell (Pacific) and GTE California Incorporated (GTEC) in their Operations Support Systems (OSS),
- to develop a mechanism that will allow the Commission to monitor improvements in the performance of OSS, and
- to assess the best and fastest method of ensuring compliance if standards are not met or improvement is not shown. A subset of the third goal will be to provide appropriate compliance incentives under Section 271 of the Telecommunications Act of 1996, which applies solely to Pacific for the prompt achievement of OSS improvements."[5]

The scope of the proceeding included measures, reporting, comparative analogs, benchmarks, statistical tests, audits and incentives. This report is not intended to address statistical tests and incentives.

Major Categories

Measurements developed to help assess the provision of non-discriminatory access to OSS and other services, elements or functions were combined into the following broad categories:

- **Pre-Ordering**

Pre-ordering activities relate to the exchange of information between the ILEC and the CLEC regarding current or proposed customer products and services, or any other information required to initiate ordering of service. Pre-ordering encompasses the critical information needed to submit a provisioning order from the CLEC to the ILEC. The pre-order measurement reports the timeliness with which pre-order inquiries are returned to CLECs by the ILEC. Pre-ordering query types include:

Address Verification/Dispatch Required
Request for Telephone Number
Request for Customer Service Record
Service Availability
Service Appointment Scheduling (due date)
Loop Qualification
Facility Availability
Rejected/Failed Inquiries

- **Ordering**

Ordering activities include the exchange of information between the ILEC and the CLEC regarding requests for service. Ordering includes: (1) the submittal of the service request from the CLEC, (2) rejection of any service request with errors and (3) confirmation that a valid service request has

[5] Order Instituting Rulemaking on the Commission's Own Motion into Monitoring Performance of Operations Support Systems (R.97-10-016), and Order Instituting Investigation on the Commission's Own Motion into Monitoring Performance of Operations Support Systems (I.97-10-017), October 9, 1997.

been received and a due date for the request assigned. Ordering performance measurements report on the timeliness with which these various activities are completed by the ILEC. Also captured within this category is reporting on the number of CLEC service requests that automatically generate a service order in the ILECs' service order creation system.

- **Provisioning**

Provisioning is the set of activities required to install, change or disconnect a customer's service. It includes the functions to establish or condition physical facilities as well as the completion of any required software translations to define the feature functionality of the service. Provisioning also involves communication between the CLEC and the ILEC on the status of a service order, including any delay in meeting the commitment date and the time at which actual completion of service installation has occurred. Measurements in this category evaluate the quality of service installations, the efficiency of the installation process and the timeliness of notifications to the CLEC that installation is completed or has been delayed.

- **Maintenance**

Maintenance involves the repair and restoral of customer service. Maintenance functions include the exchange of information between the ILEC and CLEC related to service repair requests, the processing of trouble ticket requests by the ILEC, actual service restoral and tracking of maintenance history. Maintenance measures track the timeliness with which trouble requests are handled by the ILEC and the effectiveness and quality of the service restoral process.

- **Network Performance**

Network performance involves the level at which the ILEC provides services and facilitates call processing within its network. The ILEC also has the responsibility to complete network upgrades efficiently.. Network performance is evaluated on the quality of interconnection and the timeliness of network upgrades (code openings) the ILEC completes on behalf of the CLEC.

- **Billing**

Billing involves the exchange of information necessary for CLECs to bill their customers, to process the end user's claims and adjustments, to verify the ILEC's bill for services provided to the CLEC and to allow CLECs to bill for access. Billing measures have been designed to gauge the quality, timeliness and overall effectiveness of the ILEC billing processes associated with CLEC customers.

- **Collocation**

ILECs are required to provide to CLECs available space as required by law to allow the installation of CLEC equipment. Performance measures in this category assess the timeliness with which the ILEC handles the CLEC's request for collocation as well as how timely the collocation arrangement is provided.

- **Data Base Updates**

Database updates for directory assistance/listings and E911 include the processes by which these systems are updated with customer information which has changed due to the service provisioning activity. Measurements in this category are designed to evaluate the timeliness and accuracy with which changes to customer information, as submitted to these databases, are completed by the ILEC.

- **Interfaces**

ILECs provide the CLECs with choices for access to OSS pre-ordering, ordering, maintenance and repair systems. Availability of the interfaces is fundamental to the CLEC being able to effectively do business with the ILEC. Additionally, in many instances, CLEC personnel must work with the service personnel of the ILEC. Measurements in this category assess the availability to the CLECs of systems and personnel at the ILEC work centers.

Auditing and Review Procedures

The parties have agreed to the procedures for auditing and review. Descriptions of these procedures can be found in Sections IV and V.

Note: This Executive Summary is intended to provide a general background regarding parties' negotiations of the OSS performance measures. The statements contained in the Executive Summary are not intended to be legally binding on the parties and shall not be used for such purposes.

Reservation of Rights

These reservations of rights do not negate the parties agreement regarding performance measures and standards as reflected in this settlement agreement.

Incorporating the performance measures into the interconnection agreements raises several complex issues. The Commission has indicated it will rule on this matter in a subsequent decision.

ILECs

By agreeing to the performance measures contained in the Joint Partial Settlement Agreement, ILECs:

- do not make any admission regarding the propriety or reasonableness of establishing performance penalties;
- reserve the right to contest the level of disaggregation for purpose of assessing penalties;
- reserve the right to contend that any resulting penalties should viewed as liquidated damages and as the exclusive remedy for any failure of performance; and,
- do not admit that an apparent less-than-parity condition reflects discriminatory treatment without further factual analysis.

CLECs

- By executing this Agreement, CLECs do not agree with, endorse, or otherwise concur in the terms of ILECs' reservation of rights.
- CLECs reserve the right to contend that ILEC compliance with the performance measures and standards in the Agreement does not conclusively demonstrate ILEC compliance with the Telecommunications Act of 1996.
- CLECs reserve the right to contend that ILEC compliance with the performance measures and standards does not conclusively demonstrate the existence of an open competitive local market.

CALIFORNIA OSS OII PERFORMANCE MEASUREMENTS

Measure Number	*PRE-ORDERING*	Page Number

NOTES:

1. *Not all measures apply to both ILECs.*

2. *These performance measures are not intended to create, modify or otherwise affect parties' rights and obligations. The existence of any particular performance measure, or the language describing that measure, is not evidence that the CLECs are entitled to any particular manner of access, that these measures relate solely to access to OSS, or is it evidence that the ILEC's obligations are limited to providing any particular manner of access. The parties' rights and obligations to such access are defined elsewhere, including the relevant laws, FCC and CPUC decisions/regulations, tariffs, and interconnection agreements.*

3. *Details regarding implementation schedules for new measures are documented in Section VI (Implementation Schedules).*

OSS OII Performance Measurements
Report Requirements

Pre-Ordering **Measure 1**

Title: Average Response Time (to Pre-Order Queries)

Item	Requirement Description

Description:	This measure captures the response interval for each pre-ordering query. It is determined by computing the elapsed time from the ILEC receipt of the query from the CLEC, whether or not syntactically correct, to the time the ILEC returns the requested data to the CLEC.
	• Address Verification/Dispatch Required
	• Request for Telephone Number
	• Request for Customer Service Record
	• Service Availability
	• Service Appointment Scheduling (due date)
	• Rejected/Failed inquires
	• Facility Availability (Pacific Bell Only)
	• Loop qualification
	  • Loop Qual (Mechanized)
	  • K1023 loop qualification (Pacific Bell)
	  • xDSL and High Bandwidth line sharing UNE loop qualification
	  • All Other loop qualification

Method of Calculation:	**Mechanized:** **Pre - Order Query Transaction Time** Sum ((Query Response Date and Time) – (Query Submission Date and Time)) / (Number of Queries Returned in Reporting Period) **Legacy System Transaction Time (GTE only)** Sum ((Query Response Date and Time from Legacy System) – (Query Submission Date and Time to Legacy System)) / (Number of Queries Returned to Legacy System in Reporting Period) **Loop Qualification/Facility Availability Transaction Time (Pacific Bell Only)** Sum ((Query Response Date and Time) – (Query Submission Date and Time)) / (Number of Queries Returned in Reporting Period) **Loop Qualification Transaction Time (GTE Only)** Sum ((Query Response Date and Time) - (Query Submission Date and Time)) / (Number of Queries Returned in Reporting Period) **Manual CSRs (Pacific Bell and GTE)** (# of CSR's Returned within "X" Business Hours) / (# of CSRs Returned) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and ILEC affiliate
Reported By:	By query type and by interface type, including fax
Geographic Level:	Statewide

Measurable Standard:	**Mechanized:** Standard: Address Verification — Pacific Bell: av. 4.5 seconds — GTE: Legacy Time + 5 seconds TN Selection — Pacific Bell: av. 4.5 seconds — GTE: Legacy Time + 5 seconds CSR — Pacific Bell: av.10.0 seconds — GTE: 98% within 3 hrs. (WISE) TBD (EDI/CORBA) Service Availability — Pacific Bell: av. 8.0 seconds — GTE: Legacy Time + 5 seconds Due Date — Pacific Bell: av. 2.0 seconds — GTE: Legacy Time + 5 seconds Reject/Failed Inquiries Dispatch — Pacific Bell: av. 11.0 seconds — GTE: N/A (Inc. in Address Verification) **Manual CSRs:** **Pacific Bell:** **Benchmark:** • Standard - 95% in 4 hours **GTE:** **Benchmark:** • Standard - 98% in 24 hours **Mechanized Loop Qualification:** • Standard - Parity (Pacific Bell) • Standard - Benchmark - TBD (GTE) **Manual Loop Qualification (K1023) Process (Pacific Bell only)** • Standard - Parity

Business Rules:	• Pre-order query transaction time intervals are measured as total transaction time. • For Pacific Bell, excludes CSR requests (both manual and mechanized) for greater than 50 working telephone numbers • For Pacific Bell, fully electronic pre-order query response times will be measured for the Verigate, Datagate and Loop Qual systems. Pre-ordering functionality only recently made available for EDI/CORBA. Benchmarks will be established by November 15, 2000. • For GTE fully electronic pre-order query response times will be measured for the WISE and CORBA systems. • For GTE, manual CSRs measured in clock hours; excludes non-business days. • Elapsed time for fully electronic sub-measures tracked during published system hours. • Mechanized Loop Qualification measured in seconds. (Pacific Bell only) • Elapsed time for manual processes tracked during published business hours.(Pacific Bell only) • Response time for Pacific Bell's Starwriter system is measured at parity based on % within 4 seconds. • GTE does not report Legacy System Transaction Time for rejected/failed inquiries. • Pre-Order Query Transaction Time will be reported and tracked diagnostically for rejected/failed inquiries.
Notes:	• The numerator and denominator of the sub-measures in this measure capture all queries completed in the reporting period. • GTE will supply all available loop qualification data, however GTE will not support manual engineering query for loop qualification. • Where CLEC accesses Pacific Bell's systems using a Service Bureau Provider, the measurement of Pacific Bell's performance shall not include the Service Bureau Provider's processing, availability or response time. •

OSS OII Performance Measurements
Report Requirements

Ordering — Measure 2

Title: Average FOC/LSC Notice Interval

Area	Requirement Description
Description:	Measures the average time from receipt of a valid service request to returning a Firm Order Confirmation (FOC)/Local Service Confirmation (LSC).
Method of Calculation:	**Mechanized:** Sum ((Date and Time of FOC/LSC) - (Business Date and Time of Receipt of Valid Service Request)) / (Number of FOCs/LSCs Sent in Reporting Period) **Manual:** Sum ((Fax Date and Time Returned) - (Business Date and Time receipt of valid fax service request)) / (Number of Faxes Submitted in Reporting period) **Held and Denied Interconnection Trunk Requests:** [(Sum (Date Request is Released) – (Date Request is Originally Received)]/ (Number of Requests Held and Released)
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and ILEC affiliates.
Reported By:	• Electronically received/electronically handled • Electronically received and manually handled • Manually received and manually handled • By service group type and Stand Alone Directory Listings (GTE only)
Geographic Level:	Statewide

Measurable Standard:	**Service Group Types:**
	Pacific Bell
	• Resale Residential POTS
	• Resale Business POTS
	• Resale ISDN BRI
	• Resale CENTREX
	• Resale PBX
	• Resale DDS
	• Resale DS1/ISDN-PRI
	• Resale DS3
	• Resale VGPL/DS0
	• 2/4w (8db) analog loop (incl. Coin/analog PBX)
	• 2w digital loop(ISDN capable)
	• 2w digital loop(xDSL capable)
	• High Bandwidth Line Sharing UNE
	• 4w digital loop DS1
	• UNE loop – DS3
	• UNE Loop – OC level
	• UNE Dark Fiber
	• UNE Port– Non-Specials)
	• UNE Port–Specials
	• UNE Dedicated Transport
	  • DS1
	  • DS3
	  • OC level
	• Enhanced Extended Links
	  • VG
	  • DS1
	  • DS3
	  • OC level
	• UNE Platform
	  • Basic port and loop
	  • Special port and basic loop
	  • ISDN BRI port and loop
	  • ISDN PRI port and loop
	• Standalone LNP
	• Interconnection Trunks
		GTE
		• Resale POTS- Residence
		• Resale POTS-Business
		• Resale Specials
		• UNE loop Nondesigned
		• UNE loop Designed
		• UNE loop xDSL capable
		• UNE loop IDSL capable
		• UNE Port
		• UNE Transport
		• UNE Platform
		• UNE-P Res
		• UNE-P Bus
		• UNE-P PRI
		• Interconnection Trunks
		• Line Sharing - Conditioned
		• Line Sharing - Non -Conditioned
		• LNP
		• EEL (Diagnostic)
		• Subloop (Diagnostic)
		• Dark Fiber (Diagnostic)

Measurable Standard:	**Benchmark:** **Fully Electronic/Flow Through:** • Standard - average of 20 minutes **Electronically Received/Manually Handled** • Standard - average of 6 hours **Manually received/Manually Handled** • Standard - average of 12 hours **Projects:** • Standard -90% within 72 hours (Pacific Bell) **Interconnection Trunks** • Standard: **Pacific Bell:** — **GTE:** Average 7 business days (New) — Average 5 business day (All) Average 4 business days (Augment) **Interconnection Trunk Requests:** **Held and Denied** – Average Interval • Standard - Parity (Pacific Bell only) • Standard – Average 13 days (GTE only)

Business Rules:	• The start time of requests received after the end of the business day will be the beginning of the next business day. Business day is defined as published hours of operation for the ILEC ordering center.
	  • Business day = Monday through Friday, excluding weekends and ILEC published holidays
	• Excludes non-business days.
	• Excludes delays caused for customer reasons
	• Elapsed time for fully electronic sub-measures tracked during system hours.
	• Loop qualification/availability of facilities interval is excluded from overall FOC interval for the following products: (Pacific Bell only)
	  • xDSL and High Bandwidth line sharing UNE
	  • ISDN
	  • Channelized DS1
	  • DS3
	  • Dark Fiber
	  • Unbundled Dedicated Transport - DS3
	• ILEC will only perform pre-qualification for above mentioned UNEs if pre-qualification has not been completed prior to the submission of the service request by the CLEC, and it is required
	• Projects are defined as POTS greater than 20 lines, for Specials greater than 6 lines, UNE Loops greater than 20 loops, and Interconnection Trunks greater than 192 trunks.(Pacific Bell only)

Notes:	• Where CLEC accesses Pacific Bell's systems using a Service Bureau Provider, the measurement of Pacific Bell's performance shall not include the Service Bureau Provider's processing, availability or response time.

OSS OII Performance Measurements
Report Requirements

Ordering Measure 3

Title: Average Reject Notice Interval

Area	Requirement Description
Description:	Reject interval is the elapsed time between the ILEC receipt of an order from the CLEC to the ILEC return of a notice of a rejection to the CLEC.
Method of Calculation:	**Mechanized:** Sum ((Business Date and Time of ILEC Transmission of Order Rejection) - (Business Date and Time of Order Receipt)) / (Number of MechanizedOrders Rejected in the Reporting Period) **Manual:** Sum ((Fax Date and Time Returned) - (Business Date and Time Receipt of fax service request)) / (Number of Faxes Rejected in Reporting Period)
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and ILEC Affiliates

Reported By:	• Electronically received, electronically handled
	  • All interfaces
	  • Syntax(edit engine) and content errors (other edits)
	  • Resale orders, High Bandwidth line sharing UNE, other Facility based/UNE orders and standalone Directory Listings
	• Electronically received, manually handled
	  • All interfaces
	  • Syntax (edit engine) and content errors (other edits)
	  • Resale orders, High Bandwidth line sharing UNE and other Facility based/UNE orders and standalone Directory Listings (GTE only)
	• Manually received and handled (fax)
	  • Resale orders, High Bandwidth line sharing UNE and other Facility based/UNE orders and standalone Directory Listings (GTE only)

Geographic Level:	Statewide

Measurable Standard:	**Pacific Bell and GTE:** **Benchmark:** **Fully Electronic/Flow Through:** • Standard - average of 20 minutes **Electronically Received/Manually Handled:** • Standard - average of 5 hours **Manually received/Manually Handled:** • Standard - average of 10 hours **Projects:** • Standard -90% within 72 hours (Pacific Bell only)
Business Rules:	• Elapsed time for fully electronic sub-measures tracked during system hours • For manually handled requests: Calculation of requests received after the end of the business day starts at the beginning of the next business day. Business day is defined as published hours of operation for the ILEC. • Business day = Monday through Friday, excluding weekends and ILEC published holidays • • Excludes non-business days • Excludes delays caused for customer reasons • Loop qualification/facility availability interval is removed from the overall reject interval for the following products: (Pacific Bell only) • XDSL • High Bandwidth line sharing UNE • ISDN • Channelized DS1 • DS3 • Dark Fiber • Unbundled Dedicated Transport - DS 3 • ILEC will only perform pre-qualification for above mentioned UNEs if pre-qualification has not been completed prior to the submission of the service request by the CLEC, and it is required. • Projects are defined as POTS greater than 20 lines, for Specials greater than 6 lines, UNE Loops greater than 20 loops, and Interconnection Trunks greater than 192 trunks.(Pacific Bell only)
Notes:	• All benchmarks adopted are interim: the parties should collect data and submit proposed modifications of the adopted measurable standards by February 1, 2000(Benchmarks for GTE are still interim.) • Where CLEC accesses Pacific Bell's systems using a Service Bureau Provider, the measurement of Pacific Bell's performance shall not include the Service Bureau Provider's processing, availability or response time.

OSS OII Performance Measurements
Report Requirements

Ordering — Measure 4

Title: Percentage of Flow-Through Orders

Area	Requirement Description
Description:	Measures the percentage of electronically received orders processed on a flow through basis.
Method of Calculation:	[(Number of valid electronically received orders that flow-through without manual intervention) / (Total valid electronically received orders)] x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, and ILEC Affiliates
Reported By:	Orders that flow through as a percentage of: • All electronically received orders programmed to flow through, by service group type and/or service order type. • All electronically received orders, by service group type and/or service order type.
Geographic Level:	Statewide
Measurable Standard:	**Diagnostic only** *Issue of how to evaluate performance will be reconsidered at next Performance Measurement Plan review.*
Business Rules:	• Excludes orders rejected due to CLEC caused syntax errors, but does not exclude CLEC caused content errors.
Notes:	

OSS OII Performance Measurements
Report Requirements

Provisioning **Measure 5**

Title: Percentage of Orders Jeopardized

Area	Requirement Description
Description:	Percentage of total orders processed for which the ILEC notifies the CLEC that the work will not be completed as committed on the original FOC.
Method of Calculation:	((Number of Orders Jeopardized) / (Number of Orders Confirmed)) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies)and ILEC Affiliates
Reported By:	• By service group type
Geographic Level:	Statewide

Measurable Standard:	**Pacific Bell:** **Parity for Resale is Retail Parity measured for the following UNEs:**	**Retail**
	• 2/4w (8db and 5.5 db) analog loop (incl. Coin/analog PBX) • UNE Subloop	• POTS - Business (fielded)
	• 2w digital loop(ISDN capable) • UNE Subloop	• ISDN(BRI)
	• 2w digital loop(xDSL capable) • UNE Subloop	• 2w digital loop(xDSL capable) provided to ASI
	• 2w digital loop(IDSL capable) • UNE Subloop	• ISDN(BRI)

	• High Bandwidth Line Sharing UNE
	  • Conditioned
	  • Non-Conditioned
		• High Bandwidth Line Sharing UNE provided to ASI

	• 4w digital loop (DS1) • UNE Subloop	• DS1
	• UNE loop – DS3	• DS3
	• UNE Loop – OC level	• Retail OC level service
	• Dark Fiber	*(Diagnostic)*
	• UNE Port–(Non-Specials)	• POTS - Business (non-fielded)
	• UNE Port–Specials	• Retail Specials (non-fielded)

	• UNE Dedicated Transport
	  • DS1
	  • DS3
	  • OC level
		• HICAP
		  • DS1
		  • DS3
		  • Retail OC level service

	• Enhanced Extended Links
	  • VG - Conversion
	  • DS1 - New
	  • DS1 -Conversion
	  • DS3- New
	  • DS3-Conversion
	  • OC level – New
	  • OC level - Conversion
		(TBD)

	• UNE Platform
	  • Basic port and loop
	  • Special port and basic loop
	  • ISDN BRI port and loop
	  • ISDN PRI port and loop
		• Business POTS FW/NFW
		• Retail Voice Grade Specials FW/NFW
		• ISDN BRI FW/NFW
		• ISDN PRI FW/NFW

	• Interconnection Trunks	• ILEC Dedicated Trunks

Measurable Standard:	**GTE**	**Retail**
	• Resale POTS- Residence	• Retail POTS - Residence
	• Resale POTS-Business	• Retail POTS - Business
	• Resale Specials	• Retail Specials
	• UNE loop Nondesigned	• B1 Dispatched Non Designed
	• UNE loop Designed	• Dispatched Designed Service (excludes HICAPs)
	• UNE loop xDSL capable	• *(TBD until SDA is established)*
	• UNE Loop IDSL capable	• *(TBD until SDA is established)*
	• UNE Port	• CentraNet - Simple
	• UNE Transport	• HICAP Designed
	• UNE Platform	
	• UNE-P Res	• Retail POTS
	• UNE-P Bus	• Business POTS
	• UNE-P PRI	• ISDN PRI
	• Interconnection Trunks	• ILEC Dedicated Trunks
	• Line Sharing - Conditioned	• *(TBD until SDA is established)*
	• Line Sharing - Non Conditioned	• *(TBD until SDA is established)*
	• LNP	• Retail POTS -*Total Business & Residence, Non-Dispatched*
	• EEL	• *(Diagnostic)*
	• Subloop	• *(Diagnostic)*
	• Dark Fiber	• *(Diagnostic)*
Business Rules:	• Excludes delays for customer reasons. • Raw data will include jeopardy codes. • For Pacific Bell results for UNE Subloop will be tracked diagnostically, by UNE loop type except for xDSL subloop the measurable standard for which will be parity with ASI • For GTE results for UNE subloop will be tracked diagnostically. • Results for Dark Fiber will be tracked diagnostically, until next periodic Performance Measures review	
Notes:	• Does not include missed commitments.	

OSS OII Performance Measurements
Report Requirements

Provisioning **Measure 6**

Title: Average Jeopardy Notice Interval

Area	Requirement Description
Description:	Measures the remaining time between the pre-existing committed order completion date and time (communicated via the FOC) and the date and time the ILEC issues a notice to the CLEC indicating an order is in jeopardy of missing the due date (or the due date/time has been missed).
Method of Calculation:	**Assignment:** *Jeopardies identified during the initial assignment process* Sum ((Date of Committed Due Date for the Order) - (Date of Jeopardy Notice)) / (Number of Assignment Jeopardy Notices) **Installation:** *Jeopardies identified during the installation process prior to due time* Sum ((Date & Time of Committed Due Date for the Order) - (Date & Time of Jeopardy Notice)) / (Number of Installation Jeopardy Notices) **Notification of Missed Commitments** Sum(Due Date and Time of Missed Commit Notice - Due Date and Time of Order) / (Number of Missed Commit Notices)
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, and ILEC Affiliates
Reported By:	• By service group type, with same service group type disaggregation as Measure 5.
Geographic Level:	Statewide

Measurable Standard:	**Service Group Types:**
	Pacific Bell
	• Resale Residential POTS
	• Resale Business POTS
	• Resale ISDN BRI
	• Resale CENTREX
	• Resale PBX
	• Resale DDS
	• Resale DS1/ISDN-PRI
	• Resale DS3
	• Resale VGPL/DS0
	• 2/4w (8db and 5.5 db) analog loop (incl. Coin/analog PBX)
	  • UNE Subloop
	• 2w digital loop(ISDN capable)
	  • UNE Subloop
	• 2w digital loop(xDSL capable)
	  • UNE Subloop
	• High Bandwidth Line Sharing UNE
	  • Conditioned
	  • Non-Conditioned
	• 4w digital loop DS1
	  • UNE Subloop
	• UNE Loop – DS3
	• UNE Loop –OC level
	• UNE Dark Fiber
	• UNE Port– Non-Specials
	• UNE Port–Specials
	• UNE Dedicated Transport
	  • DS1
	  • DS3
	  • OC level
	• Enhanced Extended Links
	  • VG - Conversion
	  • DS1 - New
	  • DS1 - Conversion
	  • DS3 -New
	  • DS3 - Conversion
	  • OC Level – new
	  • OC level - conversion
	• UNE Platform
	  • Basic port and loop
	  • Special port and basic loop
	  • ISDN BRI port and loop
	  • ISDN PRI port and loop
	• Interconnection Trunks
		GTE
		• Resale POTS- Residence
		• Resale POTS-Business
		• Resale Specials
		• UNE loop Nondesigned
		• UNE loop Designed
		• UNE loop xDSL capable
		• UNE loop IDSL capable
		• UNE Port
		• UNE Transport
		• UNE Platform
		  • UNE-P Res
		  • UNE-P Bus
		  • UNE-P PRI
		• Interconnection Trunks
		• Line Sharing - Conditioned
		• Line Sharing - Non -Conditioned
		• LNP
		• EEL (Diagnostic)
		• Subloop (Diagnostic)
		• Dark Fiber (Diagnostic)

Measurable Standard:	**Benchmark (Pacific Bell only)** • Standard - Assignment Jeopardies 90% within 1 day Install. Jeopardies (POTS) 95% within 15 minutes Install. Jeopardies (Specials) 95% within 3 hours Missed Commit Notices 95% within 24 hours *GTE began reporting June 2000 data on July 15, 2000. GTE will propose benchmark after four months of data collection.*
Business Rules:	• Excludes delays for customer reasons. • Raw data will include jeopardy codes. • Pacific Bell tracks assignment jeopardies by due date only, installation jeopardies by business days/hours and notifications of missed commitments by clock hours. • GTE tracks assignment jeopardies by due date only for business days, with installation jeopardies and notifications of missed commitments tracked by business days/hours.
Notes:	• If the ILECs' policy regarding jeopardy notices to their Retail customers changes, this measure should be evaluated for analog. • For GTE, jeopardies issued on the due date are considered either installation or notifications of missed commitments.

OSS OII Performance Measurements
Report Requirements

Provisioning **Measure 7**

Title: Average Completed Interval

Area	Requirement Description
Description:	Average business days from receipt of valid, error-free service request to completion date in service order system for new, move, and change orders.
Method of Calculation:	Total business days from receipt of valid, error-free service request to completion date in service order system for new, move and change orders / Total new, move and change orders
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and ILEC Affiliates
Reported By:	By service group type and field work/no field work where applicable.
Geographic Level:	Region (PB), Statewide (GTE)

Measurable Standard:	**Pacific Bell**	
	Parity for Resale is Retail for Parity for UNE measured for the following UNEs:	**Retail**
	• 2/4w (8db and 5.5 db) analog loop (incl. Coin/analog PBX) • UNE Subloop	• POTS - Business (fielded)
	• 2w digital loop(ISDN capable) • UNE Subloop	• ISDN(BRI)

	• 2w digital loop(xDSL capable)
	  • Conditioned
	  • Non-Conditioned
	  • UNE Subloop
		• 2w digital loop (xDSL capable) provided to ASI
		  • Conditioned
		  • Non-Conditioned

	• 2w digital loop(IDSL capable) • UNE Subloop	• ISDN(BRI)

	• High Bandwidth line sharing
	  • Conditioned
	  • Non-Conditioned
		• High Bandwidth line sharing provided to ASI
		  • Conditioned
		  • Non-Conditioned

	• 4w digital loop (DS1)	• DS1
	• UNE Loop – OC level	• Retail – OC level service
	• UNE Port– Non-Specials	• POTS - Business (non -fielded)
	• UNE Port–Specials	• Retail Special Services

	• UNE Dedicated Transport
	  • DS1
	  • DS3
	  • OC level
		• HICAP
		  • DS1
		  • DS3
		  • Retail OC level service

	• Dark Fiber	(Diagnostic)

	• Enhanced Extended Links
	  • VG - Conversion
	  • DS1 - New
	  • DS1 -Conversion
	  • DS3- New
	  • DS3-Conversion
	  • OC level – New
	  • OC level - Conversion
		(TBD)

	• UNE Platform • Basic port and loop • Special port and basic loop • ISDN BRI port and loop • ISDN PRI port and loop	• Business POTS FW/NFW • Retail Voice Grade Specials FW/NFW • ISDN BRI FW/NFW • ISDN PRI FW/NFW
	• Interconnection Trunks	• ILEC Dedicated Trunks

Measurable Standard:	GTE	Retail
	• Resale POTS- Residence	• Retail POTS - Residence
	• Resale POTS-Business	• Retail POTS - Business
	• Resale Specials	• Retail Specials
	• UNE loop Nondesigned	• B1 Dispatched Non Designed
	• UNE loop Designed	• Dispatched Designed Service (excludes HICAPs)
	• UNE loop xDSL capable	• *(TBD until SDA is established)*
	• UNE loop IDSL capable	• *(TBD until SDA is established)*
	• UNE Port	• CentraNet-Simple
	• UNE Transport	• HICAP Designed
	• UNE Platform	
	• UNE-P Res	• Residential POTS
	• UNE-P Bus	• Business POTS
	• UNE-P PRI	• ISDN PRI
	• Interconnection Trunks	• ILEC Dedicated Trunks
	• Line Sharing - Conditioned	• *(TBD until SDA is established)*
	• Line Sharing - Non -Conditioned	• *(TBD until SDA is established)*
	• LNP	• Retail POTS -Total Business & Residence, Non-Dispatched
	• EEL	• *(Diagnostic)*
	• Subloop	• *(Diagnostic)*
	• Dark Fiber	• *(Diagnostic)*

Business Rules:	• Excludes customer requested due dates other than interval offered, and orders delayed for customer reasons. (Pacific Bell only) • Excludes customer due dates beyond interval offered, and orders delayed for customer reasons. (GTE) • For UNE loop services, feature-only orders are excluded from retail analog.(Pacific Bell only) • Excludes projects. (Pacific Bell only) • GTE will not exclude projects. • Results for UNE Subloops will be tracked diagnostically, by UNE loop type except for xDSL subloop the measurable standard for which will be parity with ASI (Pacific Bell only) • Results for Dark Fiber will be tracked diagnostically, until next periodic Performance Measures review. • The Completion Date is the date on which the service has passed acceptance testing, where applicable. To the extent that Pacific is required to obtain affirmative acceptance of the loop from the CLEC before closing an order, the order will not be deemed to have successfully passed an acceptance test until the CLEC affirmatively accepts the loop. (Pacific Bell only) • Orders where acceptance testing is delayed as a result of CLEC action or inaction shall be excluded. (Pacific Bell only)
Notes:	• For Pacific Bell, no retail analog exists for IDSL capable loops. The retail comparison will be made with ISDN service which has similar characteristics.